

COORDINATOR, VOLUNTEER AND PUBLIC SERVICES

DEFINITION:

Under general supervision, to plan, develop and implement programs which facilitate citizen voluntary participation, unpaid staff, local community groups, and private companies in public service programs; and to perform other related work as required.

DISTINGUISHING CHARACTERISTICS:

Coordinator, Volunteer and Public Services is a professional class responsible for planning, developing and implementing programs for public service by unpaid staff, and/or programs for the solicitation and utilization of resources provided by community groups and private companies. Programs may be on a one-time basis or designed to fill continuing department needs. Incumbents in this class work with departmental managers and are responsible for performing a variety of personnel related functions which may include recruiting, interviewing, selecting and disciplining volunteers.

EXAMPLES OF DUTIES:

Program Development/Public Relations:

Creates and/or identifies opportunities to promote department goals and public image; manages programs from inception through completion; solicits professional advice from departmental managers and executives; defines program details; selects and supervises staff set-up and organization; works with departmental fiscal officer to evaluate the effectiveness of volunteer services; completes program reports; represents department with media representatives; prepares and delivers live or taped radio programs and spot announcements related to program recruitment; makes oral presentations to large and small groups and establishes personal contact with community leaders to explain department programs and solicit volunteer, material and financial support for public service programs; designs, prepares copy and arranges for printing of brochures and other publications; prepares and sends out media releases.

Unpaid Staff Management:

Identifies departmental needs, opportunities for utilization of unpaid staff and volunteer profiles for requested services; establishes policies and procedures for administering both volunteer and non-volunteer staff programs; recruits volunteers; screens, interviews and performs reference checks on candidates; coordinates with department to effectively utilize and place all unpaid staff; has authority to discipline unpaid staff when required; prepares reports and correspondence relative to unpaid staff; maintains records and files.

Departmental Staff:

Attends staff meetings; assists in formulation of department policies, counsels staff; and prepares personnel related reports and correspondence.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles and techniques of program design, implementation and evaluation.
- Principles and practices of coordinating, recruiting and training volunteer staff.
- Available citizen volunteer resources in San Diego County.
- Brochure and publication preparation.
- Principles of supervision.
- Principles and practices of solicitation and utilization of resources.

Skill and Abilities to:

- Speak before large audiences, meet with media representatives, deliver radio announcements.
- Act as department representative and liaison with all socio-economic levels of the community.
- Prepare clear and concise reports, media releases, and imaginative and attractive booklets and brochures.
- Use computer equipment and application programs to produce work.
- Establish and maintain cooperative relations with those contacted in the course of work.
- Recruit unpaid staff for department programs.
- Interview, evaluate, and select unpaid staff.
- Plan, coordinate, and oversee a large public service or unpaid staff program.

EDUCATION/EXPERIENCE:

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

1. An A.A. degree, or equivalent college course work, from an accredited college or university in a social science, communication or a closely related field, AND, three (3) years of paid experience developing and implementing promotional programs, and coordinating and monitoring volunteer, unpaid staff or citizen involvement programs; OR,
2. A bachelor's degree from an accredited college or university in a social science, communication or a closely related field, AND, one (1) year of paid experience developing and implementing promotional programs and coordinating and monitoring volunteer, unpaid staff or citizen involvement programs.

Note: Additional years of experience as described above may substitute for the education requirement on a year-for-year basis; OR, completion of appropriate course work from an accredited college or university may substitute for the experience requirement on a year-for-year basis.

SPECIAL NOTES, LICENSES AND REQUIREMENTS:

Note:

Experience in speaking before large groups, civic organizations or public gatherings is highly desirable.

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.